



REQUEST FOR QUALIFICATIONS

FOR

**Northeast Arizona Regional Dispatch Center
Dispatching Services**

NAVAJO COUNTY, ARIZONA

Contract Number F14-04-15

June 4, 2014

TABLE OF CONTENTS

NOTICE OF REQUEST	2
SECTION I PROJECT DESCRIPTION	3
SECTION II SCOPE OF WORK	3
SECTION III QUALIFICATIONS EVALUATION CRITERIA	5
SECTION IV SUBMITTAL REQUIREMENTS	7
SECTION V SELECTION PROCESS AND SCHEDULE.....	8
SECTION VI INDEMNIFICATION & INSURANCE REQUIREMENTS	9
SECTION VII RESERVATION OF RIGHTS.....	9
SECTION VIII GENERAL INFORMATION.....	10
PROPOSAL CHECKLIST.....	11
OFFER AND ACCEPTANCE.....	12
CERTIFICATION REGARDING DEBARMENT.....	13
DISCLOSURE OF RESPONSIBILITY STATEMENT.....	16
NON COLLUSION AFFIDAVIT.....	18

NAVAJO COUNTY
NOTICE OF REQUEST
FOR QUALIFICATIONS
#F14-04-15

Northeast Arizona Regional Dispatch Center

Notice is hereby given that Navajo County, on behalf of a consortium of public safety agencies, is requesting Statements of Qualifications (SOQ) for a Consolidated Dispatch Center that will provide dispatching services to support Navajo County and other key stakeholders within Navajo County.

The Request for Qualifications (RFQ) document is available from the Navajo County website www.NavajoCountyAZ.gov or the Deputy Finance Director, Navajo County Finance Department, P.O. Box 668, Holbrook, AZ 86025, (928) 524-4046.

SOQ from firms or teams must be submitted in a sealed envelope. The RFQ number and the respondent's name and address should be clearly indicated on the outside of the envelope, to be delivered to the Clerk of the Board of Supervisors at the Navajo County Governmental Center, 100 E. Code Talkers Drive, P.O. Box 668, Holbrook, AZ 86025, on or before **June 27, 2014, at 3:00 PM Local Arizona Time**. Proposals will be opened and verified on June 27, 2014 at 3:15 PM Local Arizona Time. The complete original SOQ and seven complete copies (eight total) must be submitted. All SOQ will be opened and publicly verified at that time.

SOQ will be evaluated according to the criteria described in the SOQ, and a team or firm selected in accordance with Section 41-2578 of the Arizona Revised Statutes to perform the work.

Navajo County reserves the right to reject any or all SOQ, or waive any informality in any SOQ. No respondent may withdraw its SOQ for ninety days after the date set for the opening thereof, and each respondent shall include as a team member an appropriately licensed contractor/consultant for the work.

The County reserves the right to cancel the RFQ at any time.

Holbrook Tribune:
Publish Date(s) 6/4/14, 6/11/14

SECTION I - PROJECT DESCRIPTION

The outcome of an in-depth feasibility study to form a regional dispatching center to improve the quality of dispatching services and save lives while reducing the long-term overall cost of dispatch services to the taxpayers was determined to be feasible. Navajo County, Summit Healthcare, City of Holbrook, Petrified Forest Law Enforcement and Fire Districts within Navajo County are seeking a firm to provide managed emergency dispatching services specializing in the management, recruitment, staffing and operating of a combined Law Enforcement, Fire and EMS emergency communications center located at the Navajo County Sheriff's Office, 137 W. Arizona, Holbrook, Arizona 86025.

Background Information

Navajo County currently operates its emergency dispatch center located at 137 W. Arizona, Holbrook, Arizona 86025. Current entities using this service are:

- Navajo County Sheriff's Office
- City of Holbrook
- Petrified Forest Law Enforcement
- Sun Valley Fire
- Joseph City Fire

Future Servicing Entities (July 2014)

- Navajo County Sheriff's Office
- Summit Healthcare Association
- City of Holbrook
- Petrified Forest Law Enforcement
- Sun Valley Fire
- Joseph City Fire
- Pinetop Fire District
- Lakeside Fire District
- Show Low Fire District
- Heber-Overgaard Fire District
- Pinedale/Claysprings Fire District
- Linden Fire District
- White Mountain Lakes Fire District

SECTION II – SCOPE OF WORK

1. Firm shall manage and operate provide professional emergency dispatching services. Coverage for dispatch services shall be twenty-four hours per day, seven days per week, 365 days per year including weekends and holidays.
2. Emergency dispatch center is located at 137 W. Arizona, Holbrook, Arizona 86025
3. Firm shall be responsible for all personnel including recruiting, professional training and

maintaining adequate staffing levels. Current staffing levels for the Navajo County Sheriff's office, City of Holbrook, Petrified Forest Law Enforcement, Joseph City Fire and Sun Valley Fire is – 13 employees.

4. Firm and governing board shall determine required metrics and data and report on a monthly basis statistical information to the NARDC governing board.
5. Firm must have documented experience of conducting private and public sector background checks, conducting medical and physical checks and mandating substance abuse testing for all employees.
6. Firm shall prepare and submit to NARDC governing board a monthly call volume billing.
7. Current call volume from entities listed below -
 - a. Navajo County Sheriff's Office – 23,717
 - b. Summit Healthcare Association
 - c. Arrowhead Mobile Healthcare – 2,739
 - d. Forest Service - 361
 - e. City of Holbrook Police – 49
 - f. Holbrook EMS – 1,249
 - g. Petrified Forest Law Enforcement – 1,287
 - h. Sun Valley Fire - 33
 - i. Joseph City Fire - 79
 - j. Pinetop Fire District - 909
 - k. Lakeside Fire District – 1,269
 - l. Show Low Fire District – 2,110
 - m. Heber-Overgaard Fire District - 819
 - n. Pinedale/Claysprings Fire District - 108
 - o. Linden Fire District - 240
 - p. White Mountain Lakes Fire District - 250
8. NARDC governing board and Firm shall negotiate pricing structure for managed regional dispatching services.
9. The total county population the dispatch center is expected to serve – 107,322
10. The facility and most all of the equipment therein is owned by a consortium of the governmental entities.
11. Firm shall provide detailed implementation timeline identifying all key milestones in transitioning to managed dispatching services.

SECTION III –QUALIFICATIONS EVALUATION CRITERIA

The Firm will be selected through the two-step qualifications-based selection process, as described in ARS § 41-2578. Firms interested in providing managed emergency dispatch services must submit an SOQ that addresses the following issues:

- A. Information of the firm and resource availability of key personnel (**30 Points**).
1. Identify principal shareholders, partners or members.
 2. Identify period of time firm has been operating in business offering similar services.
 3. Identify four current contracts where your firm has successfully implemented and managed emergency dispatching services.
 4. For each contract listed above, provide:
 - a. The name of the owner, and
 - b. Reference information (current names, email address and telephone numbers).
 - c. Size of the entity
 - d. Number of entities being served, annual call volume and population being served.
 5. Identify any contracts for managed dispatching services that have been cancelled or not renewed within the past five years.
 6. Provide an organizational chart in your submittal and identify the reporting structure for each key person identified.
 7. Provide a short resume of the person's professional qualifications and experience. and length of service with your firm. Include the resumes in the proposal appendix.
 8. List any proposed sub-consultants, their qualifications and their role.
- B. Qualifications and experience of firm and resource availability of key personnel assigned to perform required service (**30 points**).
1. Identify the length of time your firm has been providing managed dispatching services for public safety agencies similar to agencies in Navajo County.
 2. Does your firm have accreditation through a professionally recognized organization?
 - a. Identify the accreditation and how long the firm has held the accreditation.
 3. Identify and provide documentation on your recruitment plan for emergency communications staffing. Provide an attachment of a previous recruitment plan for an agency similar to Navajo County.
 4. Provide your employee training plan required to perform the duties of emergency dispatch communications and supervisory training.
 - a. Identify how many hours of instruction required prior to dispatching live calls.
 - b. Identify any certifications required for dispatch personnel.
 - c. Identify supervisory training and education requirements.
 - d. Provide evaluation criteria used for assessing employee capabilities.

- C. Understanding performance requirements (**25 points**).
1. Provide your service level plan for an agency similar in size and scope to Navajo County.
 2. Describe the metrics you use to illustrate meeting or exceeding the established performance levels.
 3. Provide your response plan should performance levels fall below established levels. Does the response plan include a monetary penalty, if so explain.
 4. Completeness of Proposal.
- D. Overall evaluation of the firm or team and its perceived ability to provide the required services (**15 Points**).

This is to be determined by the selection committee members. No submittal response is required.

SECTION IV – SUBMITTAL REQUIREMENTS

Firms interested in the Regional Emergency Communications Center Facility and Equipment Needs Assessment Study project should submit an SOQ which includes a one page letter of transmittal, plus a maximum of twelve pages of response to address the SOQ criteria (excluding resumes, but including an organization chart). Resumes for each key team member shall be limited to a maximum length of two pages, and should be included in an appendix at the end of the SOQ. **Please submit the original SOQ plus seven copies (eight total) by 3:00 PM on June 27, 2014.**

All submittals shall be sent or delivered to:

**Clerk of the Board of Supervisors
Navajo County Governmental Center
100 E. Code Talkers Drive
P.O. Box 668
Holbrook, AZ 86025**

Please be advised that failure to comply with the following criteria may be grounds for disqualification and will be strictly enforced:

- Receipt of the SOQ by the specified time and date.
- The correct number of copies of the submittal.
- Adherence to the maximum page limit.
- Deposit of the submittal in the correct location.

All information in the SOQ shall be machine printed for legibility. Only signatures are to be handwritten. SOQ found to be illegible in the judgment of Navajo County will be rejected.

Navajo County reserves the right to reject any SOQ not properly signed. All SOQ marked as original shall include a transmittal letter signed by an authorized representative of the respondent in ink.

Fees and Pricing

Do not included any fees or pricing related to the project with the SOQ.

Integrity of SOQ

By submitting an SOQ, the respondent affirms:

- That it has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted SOQ.
- The submission of the SOQ did not involve collusive or other anti-competitive practices.
- The respondent shall not discriminate against any employee or application for employment in violation of any and all applicable law.

Mistake in SOQ

A respondent may withdraw the SOQ or correct any mistake by modifying the SOQ prior to the time and date set for receipt.

Rejection

Navajo County reserves the right to reject any or all SOQ or any part thereof, or accept any SOQ or any part thereof, and to waive or decline to waive any formality or informality in an SOQ as deemed to be in the best interest of Navajo County. Navajo County expressly reserves the right to reject any or all SOQ or reissue the RFQ.

Return of Documents

Any documents submitted in response to the RFQ become the property of Navajo County, and will not be returned.

Disclosure of Data

SOQ will not be open for public inspection until a binding contract is executed with a respondent and all other respondents have been so notified.

SOQ may contain confidential or proprietary data that the respondent does not wish disclosed for any purpose other than evaluation of the SOQ. If so, the respondent shall clearly identify the specific pages of the SOQ to be restricted. Navajo County assumes no liability for disclosure or use of unmarked data, or for the disclosure of marked data if that disclosure is required by law. Unless confidentiality is requested, information submitted in response to the RFQ may be disclosed in response to a request for inspection of public records submitted pursuant to applicable Arizona Revised Statutes.

SECTION V – SELECTION PROCESS AND SCHEDULE

Navajo County and members of the stakeholders in this project will conduct a two-step qualifications-based selection process, in accordance with ARS § 41-2578. Stakeholders will include County and local municipality stakeholders and stakeholders in police, fire and other agencies as required. A selection committee will evaluate each SOQ submitted according to the criteria and weighting set forth in Section III above. The selection committee will select a short list of no more than three firms from the SOQ received. If deemed necessary by the selection committee, each firm on the short list may be interviewed. Navajo County will also perform a due diligence investigation of the firms on the short list.

At the conclusion of the evaluation of SOQ, the interviews (if any), and the due diligence investigation, the selection committee will rank in order of preference the firms on the short list. Navajo County will enter into negotiations with the highest-ranked firm and execute a five-year contract upon satisfactory negotiation of fees and contract terms.

The following tentative schedule has been prepared for the project:

SOQ due:

June 27, 2014.

Selection committee evaluation complete:	June 30, 2014
NARDC contract review and approval	July 3, 2014
Contract presented to Board of Supervisors for approval	July 8, 2014

If Navajo County is unsuccessful in negotiating a contract with the highest-ranked firm, the County may negotiate with the second or third most qualified firm, or may decide to terminate the selection process.

SECTION VI – INDEMNIFICATION AND INSURANCE REQUIREMENTS

Navajo County will require the selected firm to execute a professional services Contract. Submission of your SOQ shall indicate your firm's ability and agreement to execute a contract and provide the required indemnification and insurance.

Upon execution of an agreement, the Offeror shall provide proof of general and professional liability insurance. Navajo County and all participating and subscriber agencies shall be named as an additional insured.

1. Workmen's Compensation and Employer's Liability:
Limits of Liability: Coverage must be in accordance with the laws of The State of Arizona in which the service is to be performed, but the employer's liability limits of at least \$100,000 each occurrence.
2. Automobile Liability, including Owned, Non-Owned and Hired Car Coverage:
Limits of Liability: Single Limit: \$1,000,000 each occurrence
Aggregate \$2,000,000
3. Comprehensive General Liability (CGL):
Limits of Liability: Single Limit: \$10,000,000 each occurrence
Bodily Injury or Death Aggregate \$2,000,000
4. Contractual Liability covers the following indemnity agreement:

The Proponent shall indemnify and hold harmless the County against and from all liability, claims, damages and costs, including attorney fees of every kind and nature and attributable to bodily injury, sickness, disease or death or to damage or destruction of property resulting from or in any manner arising out of or in connection with the service and the performance of the work under this contract.

SECTION VII– RESERVATION OF RIGHTS BY NAVAJO COUNTY

Navajo County expressly reserves the right to undertake any of the following if advantageous to the County:

- Reject any or all SOQ.
- Withhold the award for any reason it may determine.
- Terminate the RFQ process at any time.

- Reissue the RFQ.
- Extend the time frame for submission of the responses by notification to all parties who are known to have received a copy of the RFQ.
- Request more information from any or all submitting respondents.
- Hold all SOQ for a period of 90 days after the opening date and time, and accept an SOQ not withdrawn before the scheduled date and time for receipt.
- Waive or decline to waive irregularities in any SOQ, or in the RFQ process.
- Decline to enter into a contract with any of the respondents.

SECTION VIII – GENERAL INFORMATION

This RFQ will be advertised in the official county newspaper; the Holbrook Tribune News.

All firms submitting an SOQ must refrain from influencing any member of the selection committee to protect the integrity of the selection process. A non-collusion affidavit will be required from the successful respondent.

All cost for preparation, submission and/or delivery incurred by the respondent is the sole responsibility of the respondent and will not be paid by the County

Questions should be addressed to:

Mary Jane Springer
Deputy Finance Director
Mary.springer@navajocountyaz.gov
100 E. Code Talkers Drive
Holbrook, Arizona 86025

Phone (928) 524-4046
Fax (928) 524-4052

NOTICE IS HEREBY GIVEN that all proposal documents shall be completed and/or executed and submitted with the proposal. If Vendor fails to complete and/or execute any portion of the proposal documents, this proposal may be determined to be “non responsive” and rejected.

PROPOSAL CHECKLIST

REQUIRED DOCUMENTS

COMPLETED/EXECUTED

Original SOQ and seven copies Total (8) to be submitted	_____
Include Letter of transmittal 1 Page	
Proposal Response maximum 12 pages including organizational chart	
Resumes maximum length 2 pages (include as appendix)	
 Copy of RFQ included in proposal submittal	 _____
 Certification Regarding Debarment, Suspension And Other Responsibility Matters (P. 13)	 _____
 Proposal Checklist (P. 11)	 _____
 W-9	 _____
 Offer and Acceptance (P. 12)	 _____
 Disclosure of Responsibility Statement (P. 16 & 17)	 _____
 Non Collusion Affidavit (P. 18)	 _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA:

	#1	#2	#3	#4	#5
Initials/					
Date	_____	_____	_____	_____	_____

Signed and dated this _____ day of _____, 20__

_____ Authorized Signatory for Firm _____ Title

OFFER FORM

TO NAVAJO COUNTY:

The Undersigned hereby offers and agrees to furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Statement of Qualifications.

For clarification of this offer, contact:

Company Name

Name: _____

Address

Phone: _____

City State Zip

Fax: _____

Signature of Person Authorized to Sign

E-mail: _____

Printed Name

Title

ACCEPTANCE OF OFFER:

The offer is hereby accepted.

The Contractor/Consultant is now bound to provide the materials or services listed in SOQ# F14-04-15, including all terms, conditions, specifications, amendments, etc., and the Firm's Offer as accepted by County/public entity.

The Contractor has been cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives this signed sheet, or written notice to proceed.

Awarded this _____ day of _____ 20_____

AUTHORIZED SIGNATURE

Certification Regarding
Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 13 CFR Part 145. The regulations were published as Part VII of the May 26, 1988 *Federal Register* (pages 19160-19211). Copies of the regulations are available from local offices of the U.S. Small Business Administration.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTION ON NEXT PAGE)

- (1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
- (a) Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective primary participant shall attach an explanation to this proposal.

Business Name _____

Date _____

By _____
Name and Title of Authorized Representative

Signature of Authorized Representative

SBA Form 1623 (10-88)

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is submitted for assistance in obtaining a copy of those regulations (13 CFR Part 145).
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion—Lower Tier Covered Transactions," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the ineligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instruction, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may termination this transaction for cause or default.

DISCLOSURE OF RESPONSIBILITY STATEMENT

1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.

2. List any convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty, which affects the responsibility of the contractor.

3. List any convictions or civil judgments under state or federal antitrust statutes.

4. List any violations of contract provisions such as knowingly (without good cause) to perform, or unsatisfactory performance, in accordance with the specifications of a contract.

5. List any prior suspensions or debarments by any governmental agency.

6. List any contracts terminated for performance.

7. List any lawsuits, settlements or judgments in the past five years

8. List any documented violations of federal or state labor laws, regulations, or standards, occupational safety and health rules.

I, _____, as _____
Name of individual Title & Authority

Of _____, declare under oath that
Company Name

the above statements, including any supplemental responses
attached hereto, are true.

Signature

State of _____

City of _____

Subscribed and sworn to before me on this _____ day of _____

20__ by _____ representing him/herself to be

_____ of the company named herein.

Notary public

My Commission expires:

Residing at:

STATE OF ARIZONA)
) ss
CITY OF:)
)

18